



invites you to

# AQN's Tools-to-Action Workshop

Thursday, September 23, 2010

UNM Continuing Education – Room C, 1634 University Blvd NE

Members: \$35 per person  
 Non-Members: \$65 per person  
**To register call (505) 856-5147 or fax registration form to (505) 856-0104.**  
**Registration closes on Monday, Sept. 20 at 4 p.m.**

7:00–7:45 a.m.	Registration, Continental Breakfast, Networking
7:45–7:55 a.m.	Welcome and Introduction
8:00–9:45 a.m.	Concurrent Sessions: Workshops #1, #2, #3
9:45–10:00 a.m.	Refreshment Break
10:00–11:45 a.m.	Concurrent Sessions: Workshops #1, #2, #3

**These workshops provide practical "Tools to Action" skills to begin using immediately!**  
**You may choose two of the following four sessions:**

### Workshop 1 – Process Mapping 101

Before an organization can achieve quality by becoming process-driven, it must first understand the processes it uses. A process map is a way to examine processes and their inter-relationships, identify redundancies, waste, weakness, and opportunities for improvement. This workshop will give the participants an overview of the basics of process mapping through PMC Solutions software inProcess®, which includes: advantages/benefits; what makes a good process map; process documentation, compliance with quality initiatives; and process map and document integration. The workshop will include how to build a process map.  
*Monica Mercado and Joi Ries, PMC Solutions, Inc.*

### Workshop 2 – Compliance or Collaboration: Tools for Avoiding Dinosaur Reactions

Ever face overt or covert resistance while designing or deploying new quality processes or productivity improvement initiatives? We'll discover clues from neuroscience research about what triggers threat responses and learn tools for collaborating with stakeholders that can minimize or eliminate "Dinosaur Reactions."  
*Dan Gerry, Senior Partner, Soaring Eagle Institute*

### Workshop 3 – Three Tools for Helping Workplace Teams Succeed

This session will first focus on creating effective team charters. Attendees will learn through participation the importance of providing clear direction for teams to enhance success. Next the session will explore how the ASQ International Team Excellence Criteria can be used as a valuable tool by both team members and organizational leaders. Lastly, a fun hands-on building activity will allow teams to experience simple lessons in collaborative innovation and creativity. Attendee involvement, humor and fun are mandatory for this session!  
*Glenn Walters, National Speaker on Quality*

## 2010 Corporate Partners

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# Tools-to-Action Workshops Registration

Members: \$35 per person

Non-Members: \$65 per person

**To register check TWO workshops, first come, first served – limited space available.**

Workshop 1    Workshop 2    Workshop 3

Attendee Name: (please print) \_\_\_\_\_

Organization: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**To pay by check:** Choose **TWO** workshops, enclose this form with your check and mail to:  
Albuquerque Quality Network, PO Box 16165, Albuquerque, NM 87191-6165

**To pay by Credit Card:** Choose **TWO** workshops and fax this form to AQN at 505-856-0104.

VISA    MasterCard                      Amount to be charged:\$ \_\_\_\_\_

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Security Code (3 numbers on signature line) \_\_\_\_\_                      Billing address Zip Code \_\_\_\_\_

Name on Credit Card (please print) \_\_\_\_\_

**To receive an Invoice:** Choose **TWO** workshops, and fax or mail this form to AQN

Purchase Order No. \_\_\_\_\_                      Amount to be invoiced:\$ \_\_\_\_\_

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**Questions? Call Jean Gibson, Executive Director, at 505-856-5147**

Albuquerque Quality Network

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